

Jim Sides
Board Chairman



William Peoples
Vice-Chairman

ROWAN COUNTY BOARD OF SOCIAL SERVICES

The Rowan County Board of Social Services will improve the quality of life in Rowan County by supporting the Mission of the Department of Social Services. Toward this end and in cooperation with public and private entities, we will identify needs, and devise and focus resources to deliver services responsively and compassionately.

MONTHLY MEETING Department of Social Services Rowan County DSS May 26, 2015 @ 5:30 PM

AGENDA

1. Call to Order
2. Review of Mission Statement
3. Invocation
4. Pledge of Allegiance
5. Additions to Agenda
6. Deletions to Agenda
7. Approval of Agenda
8. Approval of Minutes
 - a. DSS Board Minutes April 2015
9. Comments from the Community
10. Approval of Reports
 - a. Child Support Division Report
 - b. Economic Services Division Report
 - c. Finance Division Report
 - d. Fiscal Report
 - e. Social Work Services Division Report
 - f. Data Dashboards
 - g. Director's Report

- h. Agency Calendar
- i. Foster Parent Newsletter

11. Strategic Planning Session

12. Closed Session

13. Adjourn

Next meeting date

Note: Any person who needs an accommodation in order to participate in the meeting should contact Kelley Williams (704.216.8400) at least 24 hours in advance of the meeting.

ITEM TITLE: DSS Board Minutes April 2015

ATTACHMENTS:

| Description | Upload Date | Type |
|------------------------------|--------------------|-------------|
| DSS Board Minutes April 2015 | 5/21/2015 | Cover Memo |

**Rowan County
Board of Social Services
April 28, 2015
Minutes**

The Rowan County Board of Social Services met Tuesday, April 28, 2015 at 5:30 p.m. in the large meeting room at 1813 East Innes Street, Salisbury, NC.

MEMBERS:

Jim Sides, Chairman
William Peoples, Vice Chair
Ethel Bamberg-Revis
Arnold Chamberlain
DeeDee Wright

OTHERS IN ATTENDANCE:

Donna Fayko, Robert Lester, Beth Berry, Carrie Leonard, Sheila Holshouser, Kelley Williams

PROCEEDINGS:

1. Call to Order: Chairman Sides called the meeting to order at 5:30 p.m.
2. Review of Mission Statement: Mr. Sides read the Mission Statement.
3. Invocation: Mr. Peoples had the opening prayer.
4. Pledge of Allegiance: Mr. Peoples led the Pledge.
5. Additions to Agenda: None.
6. Deletions to Agenda: Chairman Sides requested to move items 11 & 12 following item 9. Data Dashboards may be discussed at this time.
7. Approval of Agenda: **With changes noted, Ms. Wright moved approval of the Agenda. Mr. Chamberlain seconded, and the motion passed with all in favor.**
8. Approval of Minutes: **Ms. Wright moved approval of the Minutes of the March 2015 meeting as presented. Mr. Chamberlain seconded, and the motion passed with all in favor.**
9. Comments from the Community: None.
10. Role of Child Support Agent: Interstate Agent, Carrie Leonard presented information on her job responsibilities as a Child Support Agent. Interstate cases are cases that involve two state child support agencies. Rowan has three Interstate Agents, one handles interstate establishment cases, one initiates cases for enforcement (custodial parent resides in North Carolina and non-custodial parent resides in another state), and Ms. Leonard handles responding interstate enforcement cases (non-custodial parent resides in North Carolina and custodial parent resides in another state). Ms. Leonard monitors, manages, and enforces 355 cases. She prepares and registers documents for enforcement of court orders based on the request of a petition received from another state.

In 1996, North Carolina enacted the Uniform Interstate Family Support Act (UIFSA), which governs Interstate Child Support activities. The main concept of UIFSA is that once a child support order is entered, the order controls the child support obligation and remains in effect even if the parents or child move to another state.

Judges enforce court orders based upon North Carolina policy and law, but we have to adhere to states that assume continuous extensive jurisdiction (CEJ). States that retain CEJ are the official record keeper. This requires workers to be mindful of emancipation dates for states and states that charge interest, etc. States must keep us informed of interest charges and arrears balances. Lack of current information can have a negative impact on collections.

Ms. Leonard provided a handout showing money disbursement of child support collections across the United States. She explained that the map shows states that Rowan County disburses payments to through our centralized collections. In addition to the United States, there are disbursements made to cases in Sweden and Mexico. Payments are disbursed to 43 states and 2 countries.

Ms. Leonard shared that educating the community about the services available through the Child Support division would be appreciated. The majority of the community does not realize that Child Support serves more than the residents of Rowan County.

11. In-depth Review of Child Support Dashboard: Child Support Attorney and Program Administrator, Robert Lester provided information on the Child Support Division and Data Dashboards. Mr. Lester walked Board members through a slide presentation. Federal law governs and funds the program.

The Child Support Division provides the following services:

- Location of non-custodial parents
- Paternity testing
- Establishing support
- Collecting support payments
- Enforcing support obligations

The primary method to collect payments is through income withholding. Income tax refunds may also be seized. Savings accounts may be attached, but not checking accounts. Savings are considered disposable income, while checking account funds are considered funds necessary to support the household. Real property may be attached. However, Rowan County has not done this in the years Mr. Lester has been in Child Support.

The CS Division is made up of:

- 4 Administrative Staff
- 3 Establishment Agents
- 10 Enforcement Agents
- 3 Interstate Agents
- 2 Supervisors
- 1 Attorney / Program Administrator

There was discussion regarding establishing paternity. Referencing cases in which husbands are paying child support for children that are not theirs, Mr. Peoples asked what happens in a marital situation, when a husband is found not to be the father of a child. Mr. Lester explained there are disestablishment procedures depending on how paternity was established. Paternity may be determined by legal presumption (marriage), or when the father signs an affidavit of paternity at the

hospital. The law requires that DNA is used to establish paternity for children over 3. Paternity for children 0-3 years may be established by admission.

Mr. Sides asked why the paternity goal on the data dashboard is 99% rather than 100%. The paternity goal is set by the State. Can individuals be “forced” to take a paternity test? Yes and a summons may be issued. If the alleged father does not appear in court when summoned, an order for arrest may be issued, and he may be held until he complies. Ms. Berry explained that when a person is incarcerated for paternity, the case is expedited, and a worker will go to the jail and perform the paternity test so the individual may be released from jail.

Ms. Wright asked how support is established. Support is established through admission or through court hearing, at which time Child Support agents provide appropriate evidence and documentation and the judge makes a determination.

Incarceration for non-payment was discussed. Persons who are incarcerated for non-payment may stay in jail for up to a year. The court has to find that an individual has the present ability to pay and has not done so, or they have neglected to take reasonable steps to pay. The fact that they have not paid or made attempt to pay is considered willful disobedience. The person may be found in contempt of court and may be incarcerated. During and after incarceration, the child support order remains in effect. A judge may issue a “credit” against child support arrears by applying time served to the balance owed. At the end of the time served, the balance owed may be discharged.

Monitoring of the Child Support Division is done through incentives, self-assessment, and the Data Reliability Audit (DRA). The Child Support Incentive Act was established in 1998 and sets conditions states have to follow and goals they have to meet in order to receive federal financial assistance to administer the child support program.

Components of Incentives:

- Paternity Establishment – Goal: 99%, State Average: 96.21%, Rowan: 94.9
Note steady progress throughout the year and we expect to meet goal
- Cases under Order – Goal: 90%, State Average: 86.26%, Rowan 88.54%
There are noted “dips” in the data by month, and most of that is attributed to how many customers come in seeking assistance at any given time. Also NC FAST is not interfacing with Child Support very well and it is impacting performance. Some months do not have as much court time available as other months.
- Cases Paying Towards Arrears – Goal: 68.32%, State Average 62.26%, Rowan: 66.38%
There is a push towards payments towards arrears.
- Total Collections – Goal: \$10,152,853, State Collection: 75.68%, Rowan: 75.26%
Note steady progress throughout the year. March collection exceeded \$1 million. Collections made for another county do not count towards our total collections. We expect to meet our collection goal for this year. However, if we do not reach our collection goal, we have shown sufficient effort to qualify for our incentives.
- Current Support Paid – Goal: 65.59%, State Average: 66.26%, Rowan: 67.12%
Rowan has already exceeded Goal and State Average.

Referencing paternity establishment growth, Mr. Sides asked if anything attributed to increasing numbers. Mr. Lester explained that the division held a “Paternity/Voluntary Support Agreement (VSA) Day,” in which non-custodial parents with pending cases were invited to come to the office in order to resolve their child support cases. We plan to hold these days quarterly.

Points of Interest:

- Collection guidelines are based on gross income (before taxes).
- If a person receiving unemployment, a portion of that check may go towards child support.
- If a person has multiple cases, we can take up to 50% of the gross income. If that does not satisfy the obligation, we cannot hold the individual responsible for more.

The Incentive Cycle was discussed. Incentives are handled between the federal government and the State and are tied to performance. Quarterly payments are received, and then a settlement payment is sent at a later time, following an audit of the program. Counties compete for shares within the state to receive a payment.

Self-Assessment Measures:

- Case Closure
- Establishment of Paternity and Support
- Expedited Process
- Enforcement of Orders
- Medical Support Enforcement
- Review and Adjustment
- Interstate

There was a chart showing performance in each category by month, measured against the standard and State score.

Ms. Fayko asked Ms. Berry to explain the difference between Self-Assessment Goals and Incentive Goals. Self-Assessment goals are tied completely to timeframes. Each has a specific timeframe, and a specific action must be completed within the timeframe. They are process goals. Incentive goals are performance driven, ascertaining that a specific number of cases are processed. These are statistical goals. They are outcome goals.

Data Reliability Audit (DRA) is performed yearly. Each year the Office of Child Support Enforcement audits a sample of cases for compliance and accuracy. If we were to fail the DRA, we will not receive incentive funds, even if we pass all our incentive goals.

Strengths, Challenges, Enhancements, and Highlights of the Division were reviewed.

Strengths:

- Cohesive and dependable staff
- Staff longevity
- Strong relationships with community partners
- In-house staff Attorney

Challenges:

- NC FAST not interfacing with ACTS
- Loss of direct access to other State Systems
- Economy
- Loss of staff with longevity

Enhancements:

- Special projects –Paternity/VSA day, Arrears Day, etc.
- Increase contact with community partners and other Child Support Agencies
- Increase court scheduling goals
- Realignment of staff for efficiency

Highlights:

- International case success
- Locate success
- Total collections exceeding \$10,000,000 per year
- Serving children in over 6,000 cases
- In-house paternity testing
- Regular enforcement action resulting in collections that would not have been received
- Provide legally required services to ALL parties involved.

12. Approval of Reports: Chairman Sides called for comments on reports.

- Child Support Division** – reviewed in meeting
- Economic Services Division** – LIEAP is complete, and \$230,000 will be reverted to the State.
- Finance Division** – Mr. Sides met with the County Manager regarding the DSS budget. The Manager made several changes on expenditures and major changes to revenue projections, which makes it look like DSS is requesting more funding than we are. Mr. Sides shared his concern that the agency has 41 new employees in less than five months. We are receiving funding to resolve the Medicaid backlog and assist workers, but we were not going to get the new positions we were requesting—which are fully funded. This funding must be used for the intended purpose of assisting with the Medicaid backlog. These funds cannot be reduced in the budgeting process. Funding these additional positions is essential to addressing the current workload. Taking this revenue into consideration, we are requesting for \$500,000 less than we requested last year. Mr. Sides “urged the County Manager to present this part of the budget intact as requested.” The County Manager has indicated to Ms. Fayko that he will meet with her and Kelly Johnson prior to presenting the budget to the Commissioners.
- Social Work Services** – No discussion.
- Data Dashboards** – Save discussion for next meeting.
- Director’s Report** – Ms. Fayko shared that she provided a letter of support to A New Beginning 2, which is a community development cooperation. The organization has received a resolution from our Board of Commissioners. Their focus is on Spencer and East Spencer. They are seeking grant funding, and part of their funding is that they must work with our Work First recipients. Mr. Sides suggested that we request that A New Beginning 2 report results back to us.

13. Date of Next Meeting: Tuesday, May 26, 2015 at 5:30 p.m.

14. Adjourn: **There being no further business to discuss, Ms. Bamberg-Revis moved to adjourn. Mr. Peoples seconded, and the motion carried with all in favor.** The meeting adjourned at 7:10 p.m.

Minutes prepared by:
Kelley Williams

Signed _____ Date _____

Secretary _____ Date _____

ITEM TITLE: Child Support Division Report

ATTACHMENTS:

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| No Attachments Available | | |

ITEM TITLE: Economic Services Division Report

ATTACHMENTS:

| Description | Upload Date | Type |
|-----------------------------------|--------------------|-------------|
| Economic Services Division Report | 5/21/2015 | Cover Memo |

Economic Services Division Report
Sheila Holshouser, Program Manager
May 2015

Medicaid:

The Medicaid backlog completion date is June 30, 2015 for all of the cases that have been extended by the State. As of April 30, 2015, Rowan County had a total of 8490 Medicaid re-certifications to be completed by the end of May. This includes approximately 2100 May reviews added to the total for April. Additionally, approximately 1966 cases for the month of June will also need attention by June 30, 2015. The total count of reviews due in May was 7778 as of May 8, 2015, showing that in just eight days, the staff had completed right at 700 re-certifications. On May 7th and 8th, all of the Economic Services caseworkers worked diligently to send out the required notices on the May and June re-certifications. In just those two days and the hours that were worked by some staff in overtime on the weekend, the majority of the cases due during May and June were touched and either notices mailed or contact made with the recipient for the required tax information to review the case. As the tax information is returned from the clients, the caseworkers will continue to diligently complete the reviews on the Medicaid case. In addition to the current staff, more moonlighters from surrounding counties have been hired to assist with the completion of these cases. The ESD staff looks forward to celebrating the successful anticipated completion of the backlog in June. The number of pending Medicaid applications has also greatly decreased since April as the intake caseworkers are aggressively processing the cases.

Food and Nutrition Services (FNS):

Continued use of temporary staff is assisting with the completion of the FNS reviews. The use of these additional staff has allowed the full-time caseworkers more time to concentrate on the Medicaid backlog. Successful FNS training of three recently hired full-time caseworkers has given additional assistance in the FNS area as well, since they have now received the training to complete the FNS reviews. As the FNS reviews arrive each month, all of the caseworkers designate time to complete these reviews as quickly as possible so there are few interruptions of services for the beneficiaries.

The FNS audit was completed in May with results returned by the State office on May 5, 2015. During the audit, ten areas were reviewed which included telephone contact to the agency, review observations; interviews with staff and clients; Civil Rights and Limited English Proficiency; Energy program monitoring; case file reviews; timeliness of reviews; program integrity; hearings and appeals; and miscellaneous. The auditor was very complimentary regarding the dictation that she found on the individual cases that she reviewed. She stated that the information provided made the case very easy to follow during the audit. Also, the customer service efforts of the Rowan County caseworkers were acknowledged during the audit as surveys of the customers were taken and all of the customers stated they were given good customer service during their visit. Of the ten areas, six areas had findings that will be easily corrected, such as a missing signage in the lobby, relaying of information to customers regarding the times a customer can apply, and some refresher training for processing guidelines for FNS program. A plan of action will be submitted to the State office for approval and the county will be reviewed again in six months to ensure accuracy at that time.

Work First and Day Care:

The Work First program continues to operate efficiently. Policy will take effect in July, 2015 requiring drug screening for cash assistance recipients. Recent notification from the State office has informed counties that explanation of the new guidelines will be mailed to Work First recipients during the months of May and June. The screening process will be developed to ensure compliance with the new policy.

Daycare rates were adjusted in the State system in January, increasing the cost for the child care assistance program. The child care unit has stopped issuing assistance to any new applicants and is adding potential beneficiaries to a waiting list until more funds are available. Additional funds have been requested from the State for any expense that may exceed the original allocation for FY'15.

ITEM TITLE: Finance Division Report

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| Finance Division Report | 5/21/2015 | Cover Memo |

**Finance Division Report
Kelly Johnson, Budget Analyst
May 2015**

Budget

As of the end of April with 83% of the fiscal year gone by, we have spent 71% of our budgeted expenditures and received 71% of our revenues. (Revenues do not come in until one or two months after the expenditures are recorded and reported.) We have used 72% of our county funds, which will be lower when all of our revenues are received for April.

According to the Rowan County Budget Timeline, the County Manager is to write the budget message by May 1 and May 4-15, Finance reviews the budget message and compiles the budget notebooks. Ms. Fayko and I are hopeful we will meet with Mr. Church before he submits his County Manager's Budget Recommendations to the Board of County Commissioners at the May 18 meeting. This second meeting was proposed by Mr. Church and we appreciate the opportunity to provide input to help clarify budgeted figures.

County Reimbursement Uplift Project Update

A conference call was held on April 27 to provide information regarding the Maximus pilot program acquired by the State. Lewis Goolsby, DHHS Chief Information Office Lead Analyst, will be the DHHS technical point of contact on this effort. He said the goal is to ensure that the program they have built from the acquired source code performs as expected so they have a stable baseline from which to perform maintenance at such a time it may be needed. Five pilot counties, Currituck, Lee, Orange, Rowan and Wake, will be participating in the DHHS Maximus parallel testing pilot. This will be dual work in that pilot counties will upload the 1571 report into Maximus (production program) and then duplicate the entire process into the pilot program. The test target is April services paid in May hoping the first import will be a clean parallel test. Mr. Goolsby mailed a CD to pilot counties on May 11 containing installation instructions for the new version of the County Reimbursement System. Mr. Goolsby will also email pilot counties regarding items needed to be prepared for pilot implementation before processing opens for April services. Pilot counties will begin the upload process into the pilot program the week of May 18 since the production upload deadline is the 15th of every month.

ITEM TITLE: Fiscal Report

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Description

Fiscal Report

Upload Date

5/21/2015

Type

Cover Memo

ADMINISTRATION**April 2015**

| EXPENDITURES SUMMARY | BUDGET APPROPRIATION | SPENT YEAR TO DATE | NO. OF MONTHS REMAINING | PERCENTAGE PROJECTION |
|---|---------------------------------|-------------------------------|------------------------------------|----------------------------------|
| Services, Programs, Staff & Operating Costs | 13,335,791 | 9,862,398.79 | 2 | |
| County Funds (General Assistance, Drug Screening) | 40,400 | 27,861.27 | 2 | |
| Child Day Care Payments | 4,014,264 | 3,068,068.65 | 3 | |
| Public Assistance | | | | |
| Adoption Assistance IV-B | 135,600 | 77,186.75 | 2 | |
| Adoption Assistance IV-E | 190,600 | 137,243.85 | 2 | |
| State Foster Home Program | 1,174,032 | 368,993.48 | 3 | |
| IV-E Foster Care | 1,345,337 | 731,935.24 | 3 | |
| Assistance to the Blind | 5,600 | 4,960.00 | 0 | |
| Crisis Intervention and Low Income Energy | 1,302,017 | 1,069,421.75 | 0 | |
| Medicaid | 10,500 | (4,326.97) | 2 | |
| S/C Special Assistance-Aged | 461,890 | 330,849.50 | 2 | |
| S/C Special Assistance-Disabled | 483,458 | 371,035.87 | 2 | |
| Work First-Emergency Assistance | 9,000 | 934.42 | 2 | |
| Work First Assistance Payments | 5,000 | 543.00 | 2 | |
| Home and Community Care Block Grant | | | | |
| Administrative/Staff Costs | 48,832 | 28,199.87 | 2 | |
| Adult Day Care Contract | 44,100 | 27,573.36 | 3 | |
| In-Home Aide Contract | 146,793 | 97,501.00 | 3 | |
| Grand Total | 22,753,214 | 16,200,379.83 | 2 | 85% |

| CHANGES TO BUDGET FROM PREVIOUS MONTH | Account | Increase | Decrease |
|--|--------------------|-----------------|-----------------|
| Special Assistance Aged | 101-5450-444-93-70 | | 16,524 |
| Special Assistance Disabled | 101-5455-444-93-75 | | 16,524 |
| Various Operating Lines in Administration Budget | 101-5310-444-xx-xx | 33,048 | |
| Budget reallocation for IT Phone Conversion | 101-5310-444-53-05 | 7,000 | |
| Total Increases/Decreases | | 7,000 | |

| PERSONNEL CHANGES | YEAR TO DATE | |
|-------------------------------|---------------------|----|
| Number of permanent positions | 205 | |
| Number of promotions | 2 | 19 |
| Number of demotions | 0 | 3 |
| Number of new hires | 0 | 43 |
| Number of lateral transfers | 1 | 4 |
| Number of resignations | 2 | 43 |

ITEM TITLE: Social Work Services Division Report

ATTACHMENTS:

| Description | Upload Date | Type |
|--------------------------------------|--------------------|-------------|
| Social Work Services Division Report | 5/21/2015 | Cover Memo |

Social Work Services Division
Rebecca Smith, Program Administrator
May 2015

Cross-Department Collaboration

Information Systems, Communications and Social Services have worked collaboratively to enable social workers at DSS to pull logs of 911 emergency calls. For years, these inquiries have been sent through Rowan County Communications who has run thousands of reports per year to meet the needs of Adult and Children Services cases. The application has been published and the permissions have been granted to allow multiple users at DSS to see the CAD server's database. This is going to allow our teams to pull their own 911 reports so this information can be accessed timely during and after normal business hours. This will also free up resources at Communications. Training for some of the identified staff occurred on 5/15/15. While interacting with Communications to accomplish this goal, we learned DSS is also able to access the GIS system to determine police jurisdictions for the homes we assess.

Adult Services

The Adult Home Specialist (AHS) has 2 Type A penalties pending a Penalty Review Committee Hearing. Both penalties were at the same assisted living facility. The rule areas cited were failure to obtain medical care to meet the residents' needs and residents' rights. So far, only one owner of a VA CRC Home has turned in an application for a family care home. The application was done incorrectly; therefore, the AHS provided technical assistance on how to complete the application correctly. There are currently no pending guardianship hearings.

Children's Services

Caseloads have been growing across all service areas in Children's Services. We have seen a spike in intake reports so far this calendar year and May is typically one of our busiest months in Investigations and Assessments. In Home Services social workers are continuing to recover from a surge of transfer cases in the fall and they received over 20 new transfers in March 2015. Most significantly, we now have 150 kids in RCDSS custody. In May 2014, we only had 118 children in custody. These foster care numbers place a high amount of stress on resources including social worker time, placement capacity, juvenile court dockets, and finances. Our teams are working diligently to identify cases for closure. We have improved efficiencies in many areas and are managing this increase through work plans and close oversight to ensure all requirements are met despite larger caseloads.

May is National Foster Parent Appreciation Month. There are 25 resource families licensed through Rowan County DSS at this time and another MAPP is currently in progress. These parents take in children who have been abused or neglected and who are dependent. They do so, oftentimes, at a moment's notice. Many of our foster parents have received the National Child Traumatic Stress Network's Resource Parenting Curriculum and we have a full class starting again in July, which shows how committed our resource families are to learning how to best serve these vulnerable youth. These resource parents take our kids to appointments, meet with their schools, support them in therapy, work with birth parents and, when needed, step up to adopt children who have been freed through the courts. Enough cannot be said about our Rowan County resource parents and how much they mean to the children and families we serve.

Our first cohort of Celebrating Families, an evidence-based parenting program for families with at least one caretaker in recovery, wrapped up this month. RCDSS and the Center for Prevention Services co sponsored this program. Ten families attended the majority of the 16 weeks of sessions and successfully completed the program. Four additional families attended some sessions and benefited from the parenting education. Multiple In Home Family Services Cases have now been closed due to successfully reducing the risk of children entering foster care based on families' participation in Celebrating Families and their ability to demonstrate the impact of the program. Families learned about appropriate discipline, communication, bullying, nutrition, positive family interactions, anger management, hygiene, appropriate supervision and proper care. We are currently looking at the outcome data from this cohort to determine whether or not to offer another session and what changes need to be made. Our agency received very positive feedback from the involved families and a graduation ceremony was held last Thursday.

ITEM TITLE: Data Dashboards

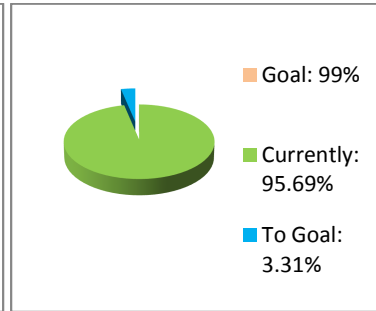
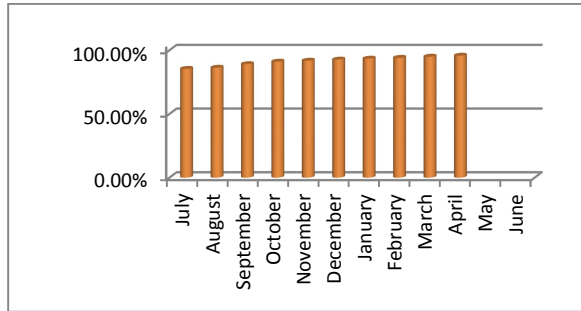
ATTACHMENTS:

| Description | Upload Date | Type |
|--------------------------------|--------------------|-------------|
| Child Support Dashboard | 5/21/2015 | Cover Memo |
| Economic Services Dashboard | 5/21/2015 | Cover Memo |
| Social Work Services Dashboard | 5/21/2015 | Cover Memo |

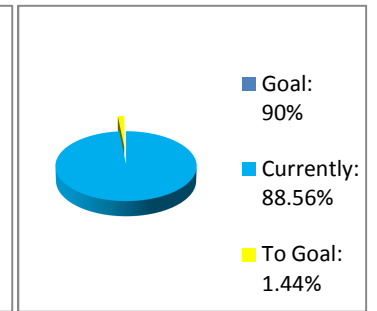
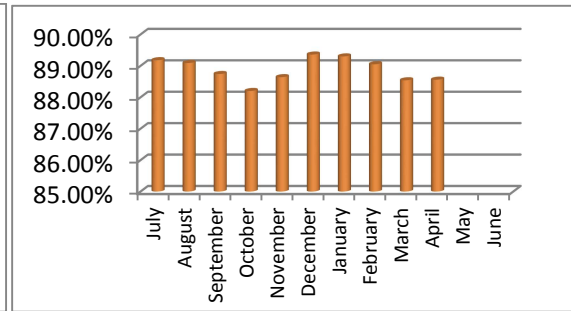
Child Support Data Dashboard

Child Support Incentive Goals

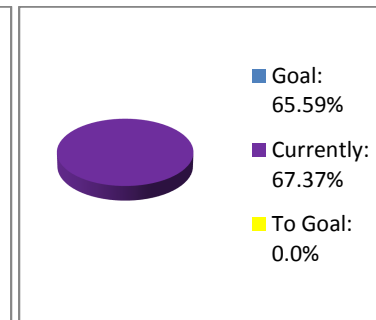
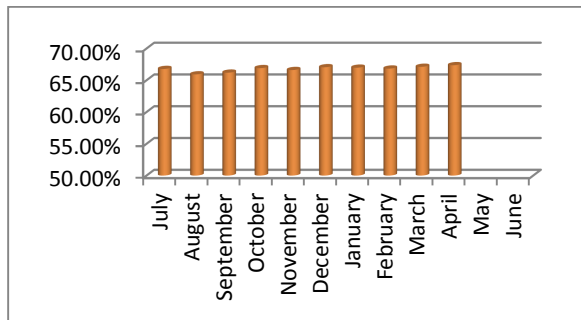
Paternity Establishment – Goal 99%



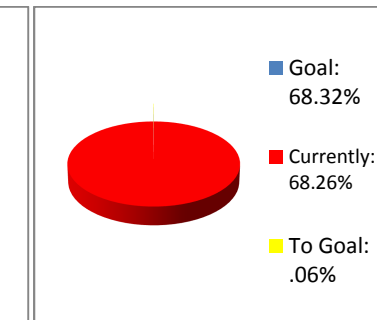
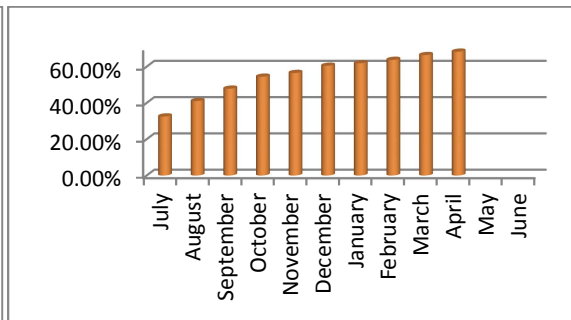
Cases Under Order – Goal 90%



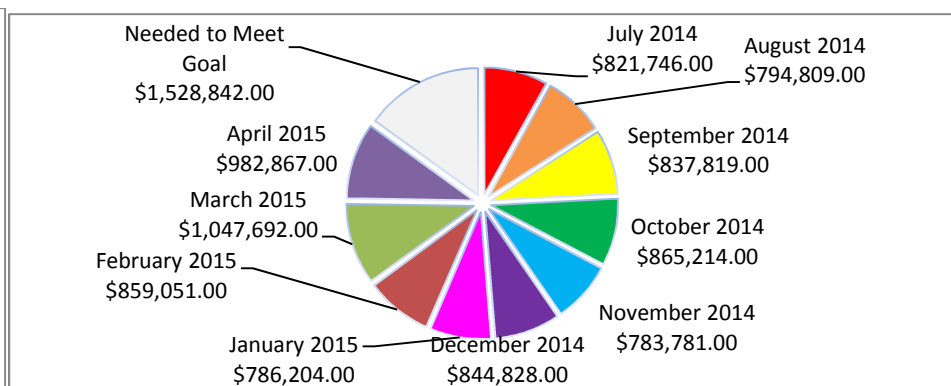
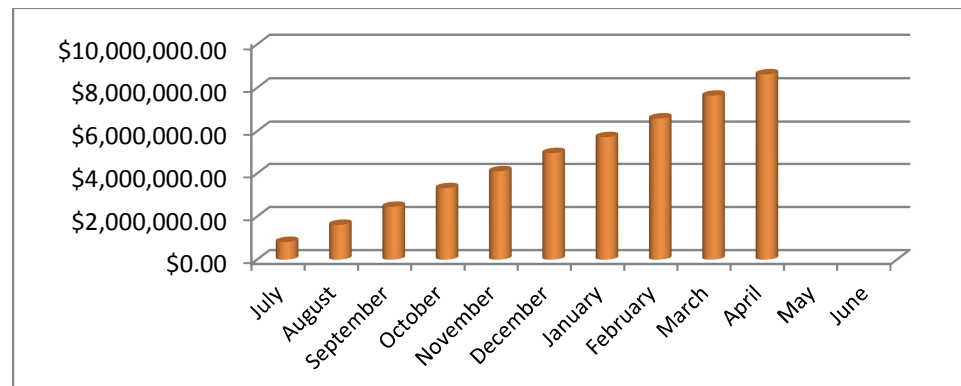
Collection Rate – Goal 65.59%



Cases with Payments to Arrears – Goal 68.32%



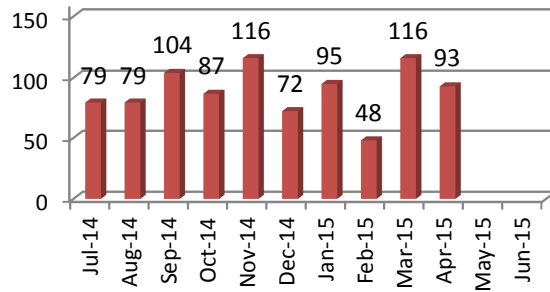
Total Collections – Goal \$10,152,853



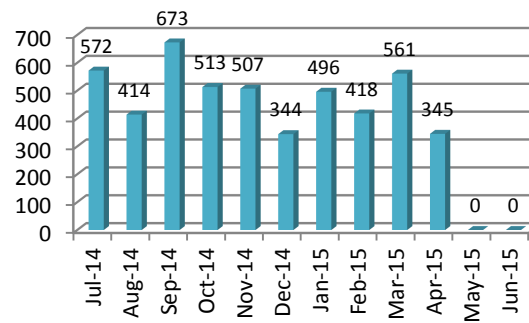
Child Support Data Dashboard

Number of Cases in Court – YTD Total – 6,212

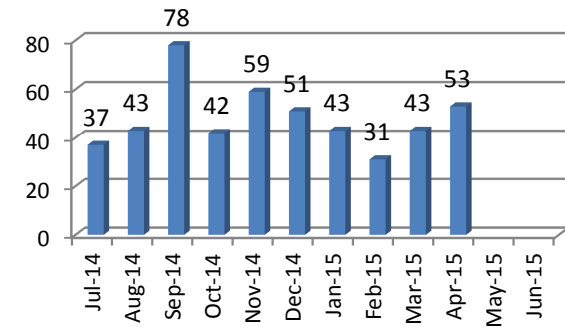
Establishment - 889



Enforcement - 4,843

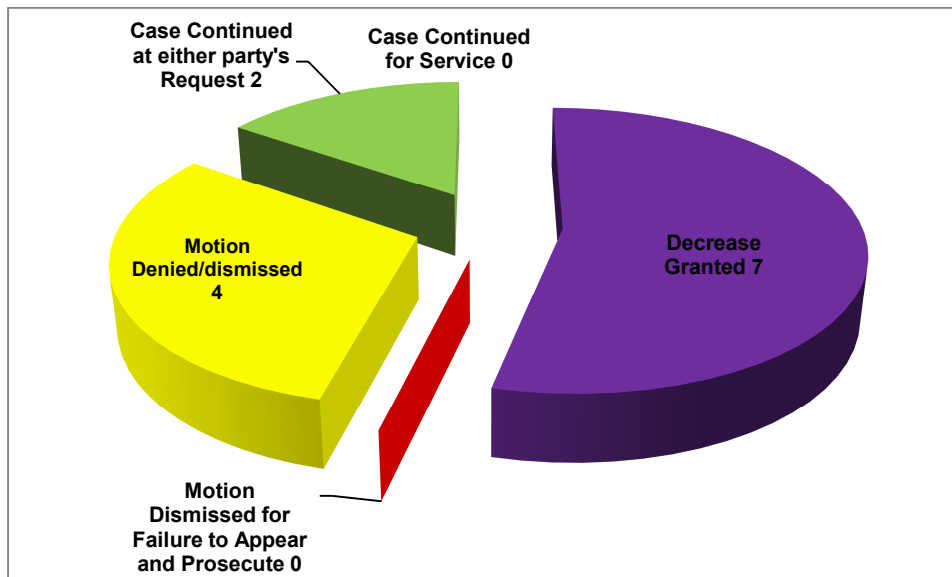


Interstate - 480

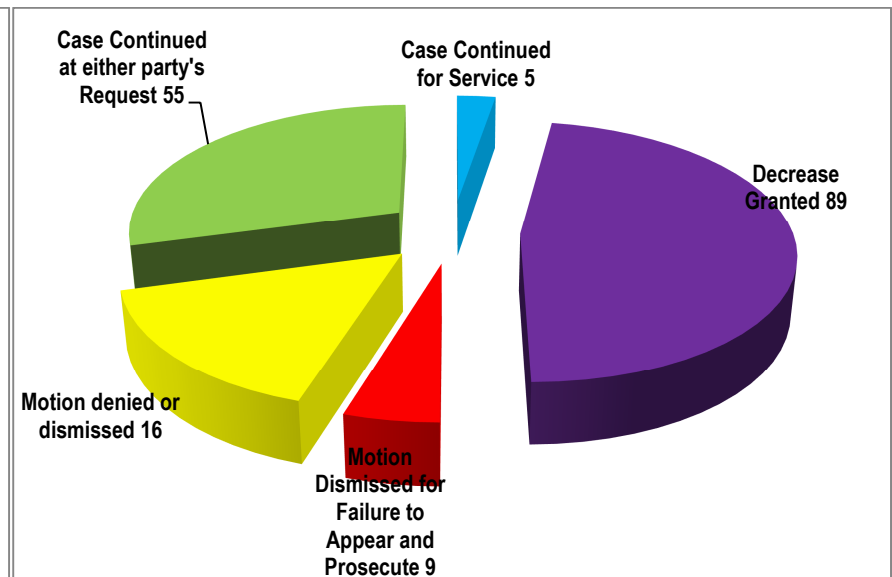


Non-Custodial Parents Requesting Decreases

April 2015 – 13 Decreases Requested

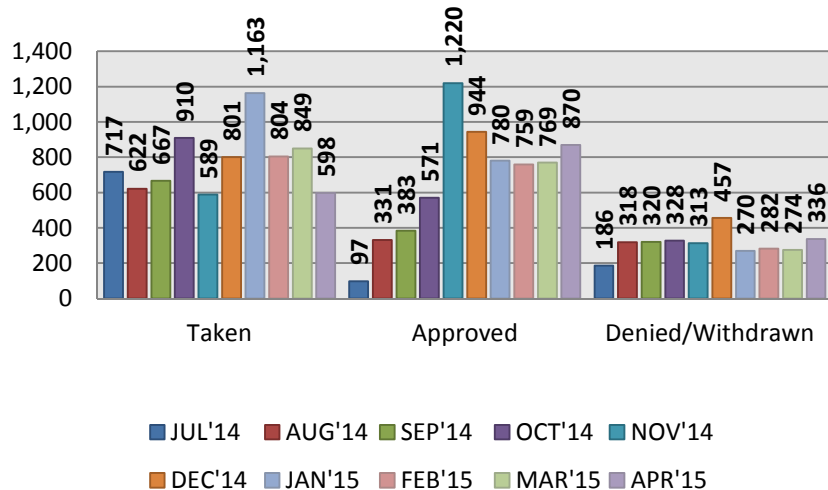


FY 2014-2015 – 188 Decreases Requested

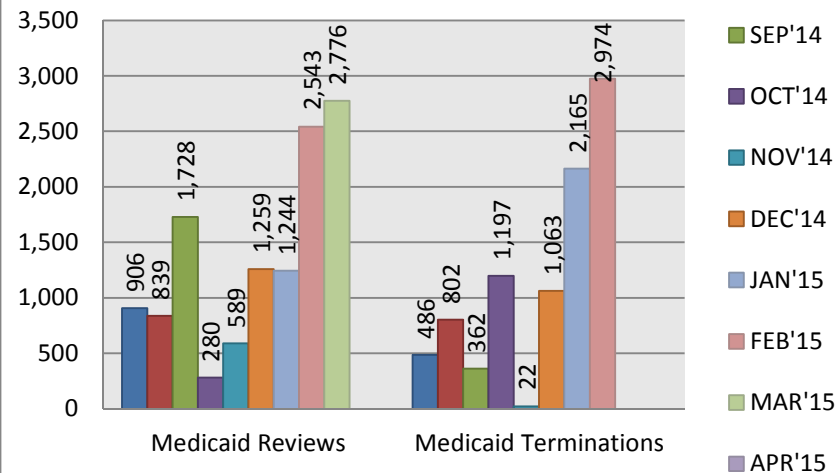


Economic Services Data Dashboard -2014-2015 Fiscal Year

Medicaid Applications

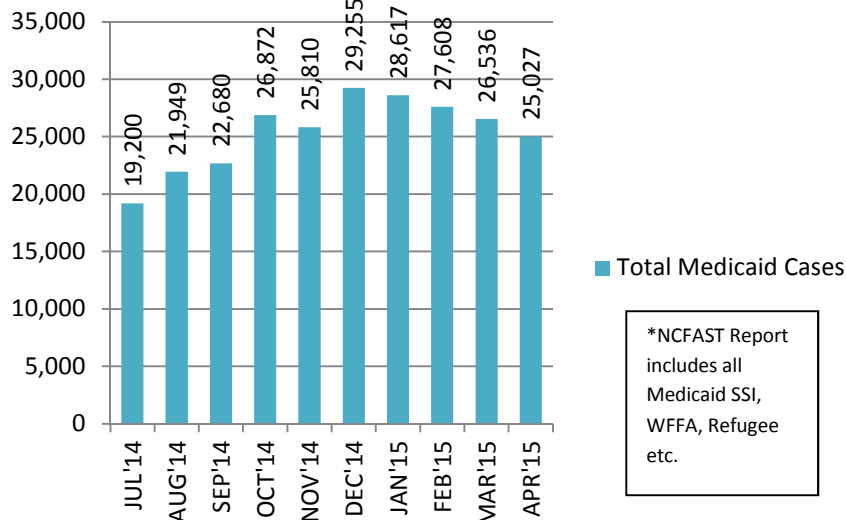


Medicaid Reviews and Terminations

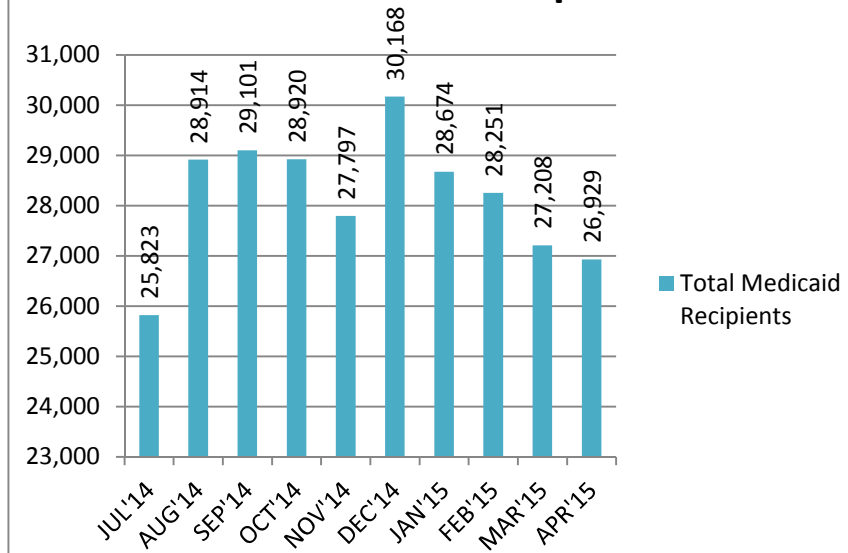


**Missing data was not available in NC Fast.

Total Medicaid Cases

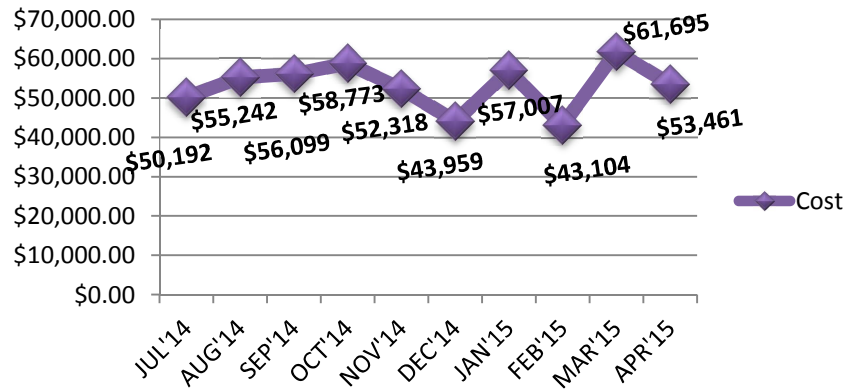


Total Medicaid Recipients

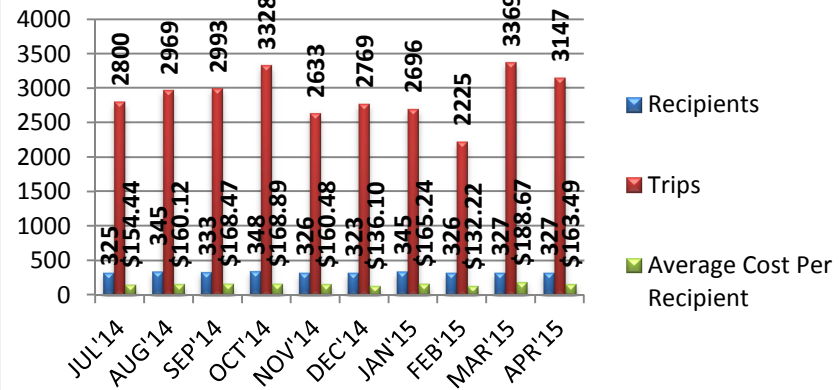


Economic Services Data Dashboard -2014-2015 Fiscal Year

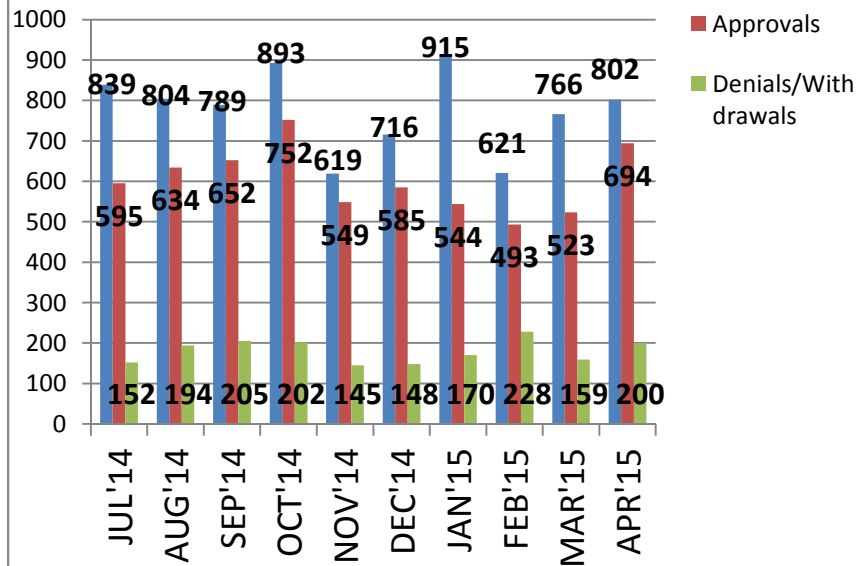
Medicaid Transportation Total Cost



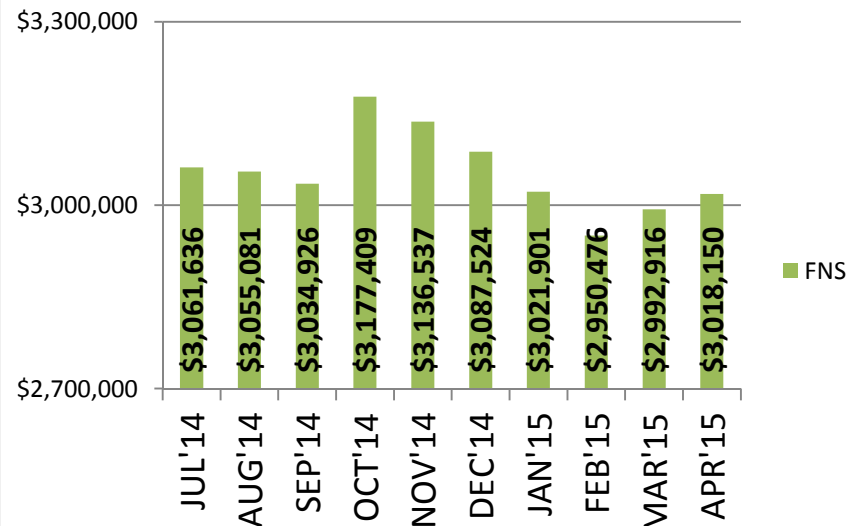
Medicaid Transportation Average Cost Per Recipient



FNS Applications

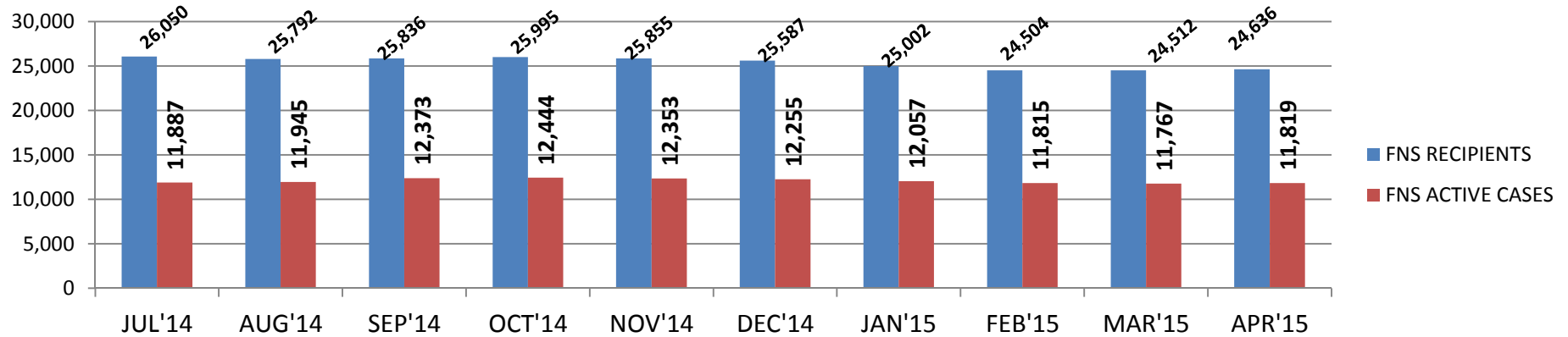


FNS Benefits Issued

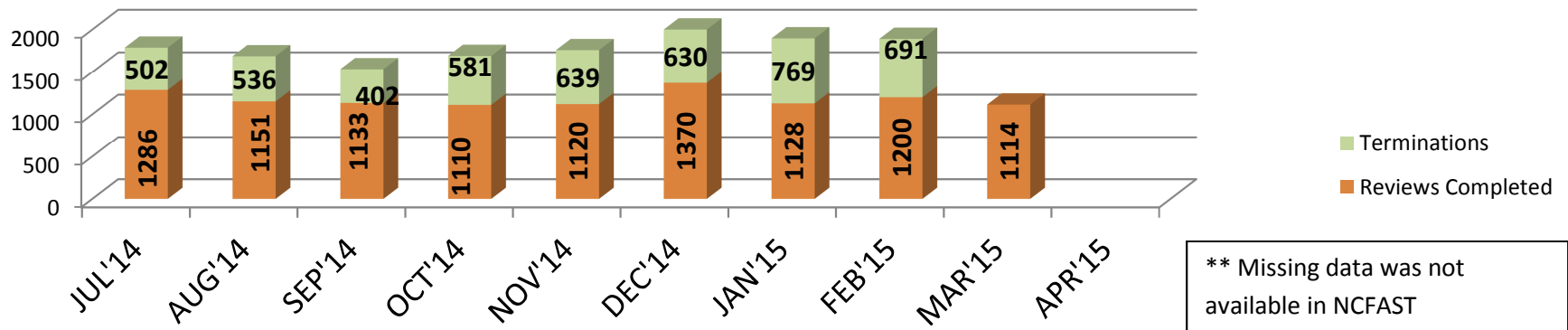


Economic Services Data Dashboard -2014-2015 Fiscal Year

FNS Recipients and Active Cases



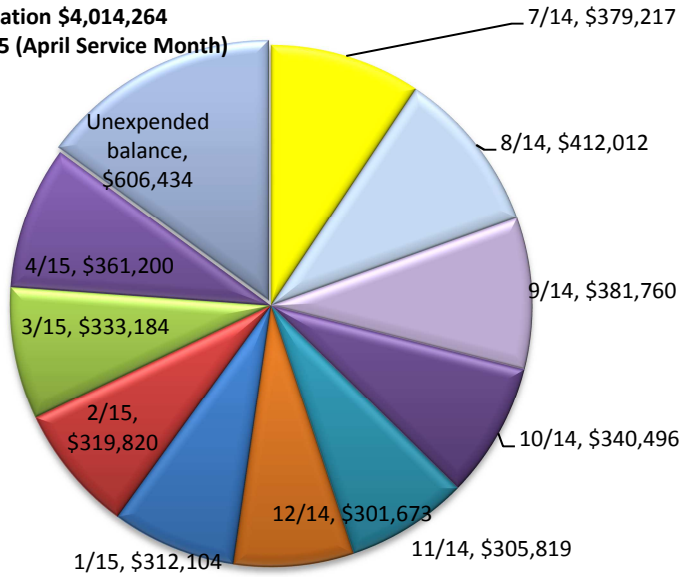
FNS Reviews



Economic Services Data Dashboard -2014-2015 Fiscal Year

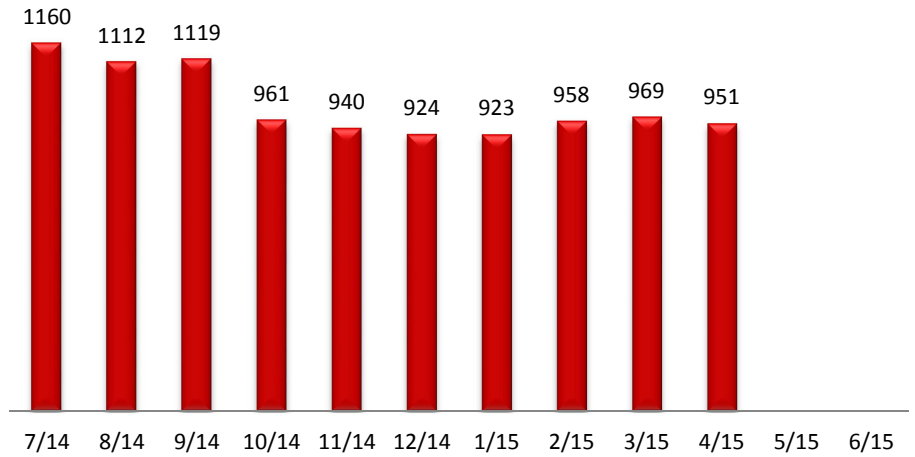
Child Daycare

Yearly Allocation \$4,014,264
Through May 2015 (April Service Month)

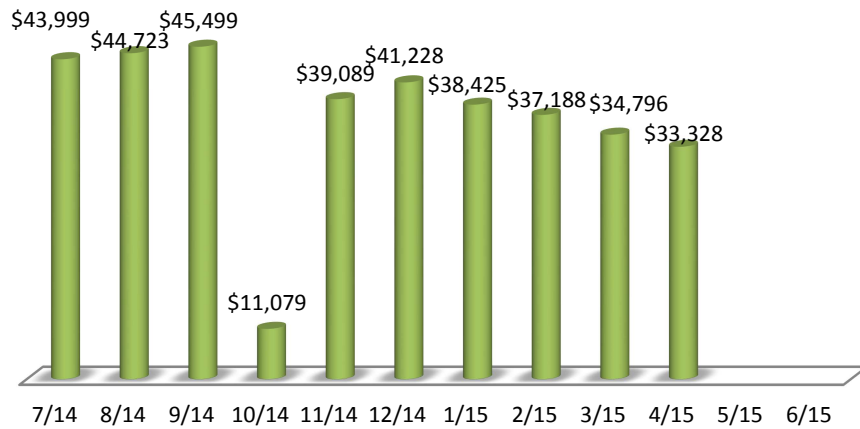


Child Daycare

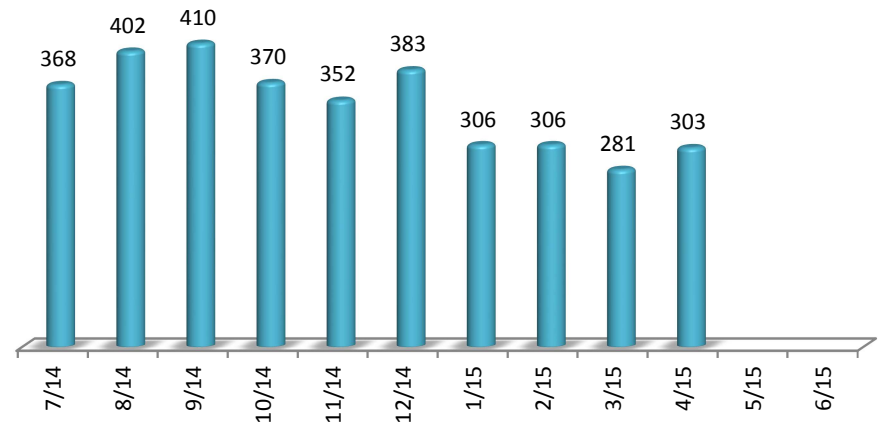
Monthly Total of All Children Served



Work First Benefits Issued

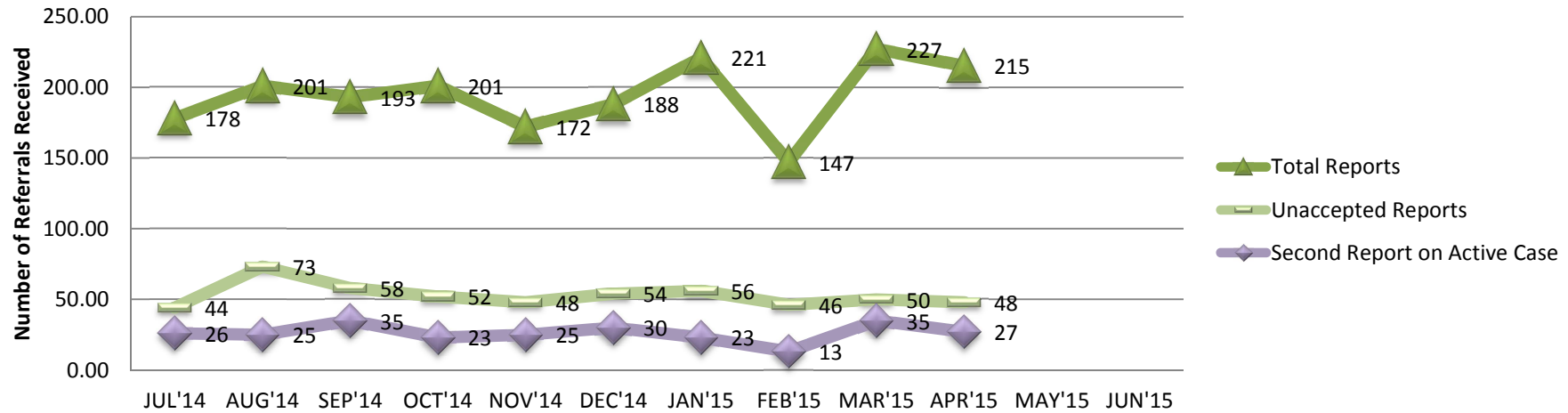


Work First Recipients

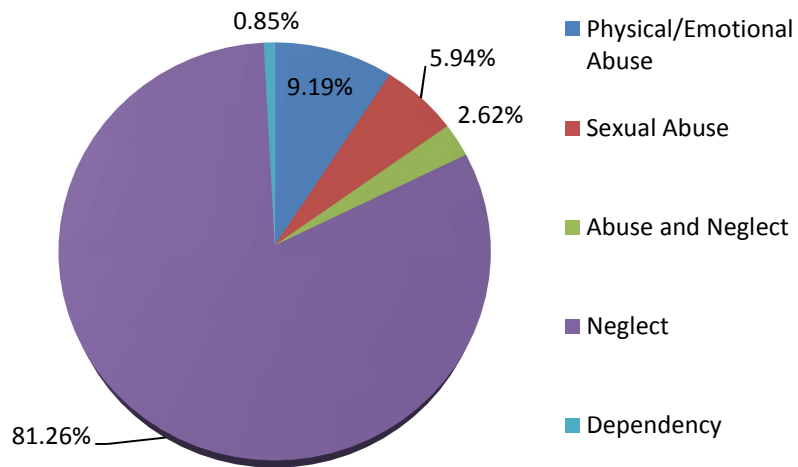


Social Work Services Data Dashboard

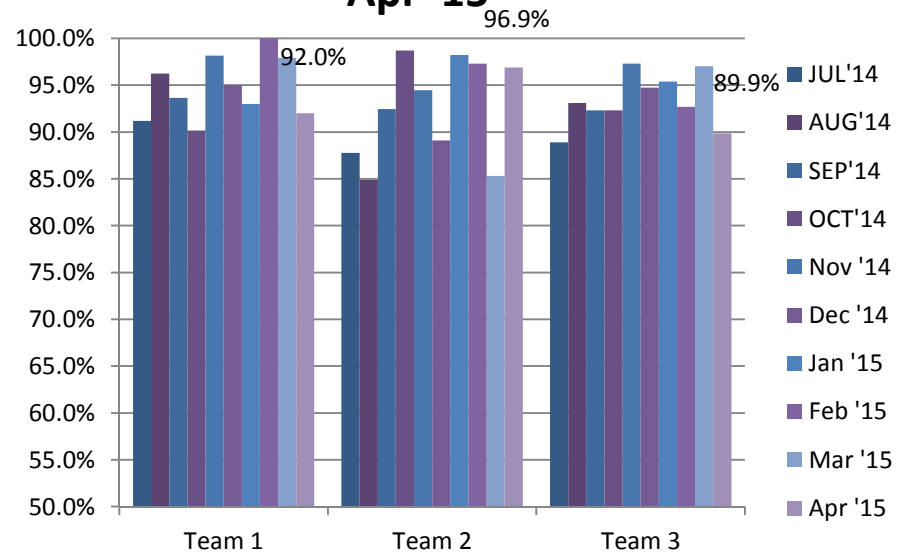
CPS Intake Reports



Accepted CPS Intake Reports by Type FY'14-15

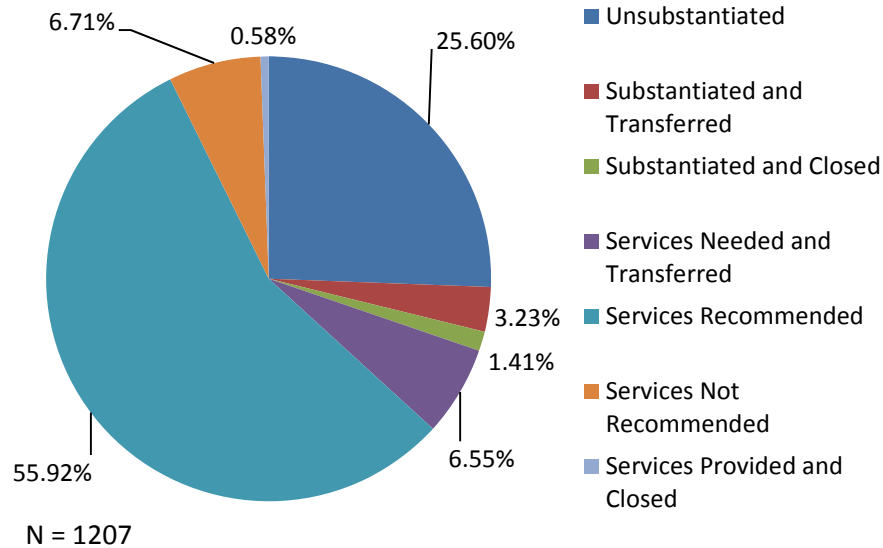


Initiation Rates by Team Jul '14 to Apr '15

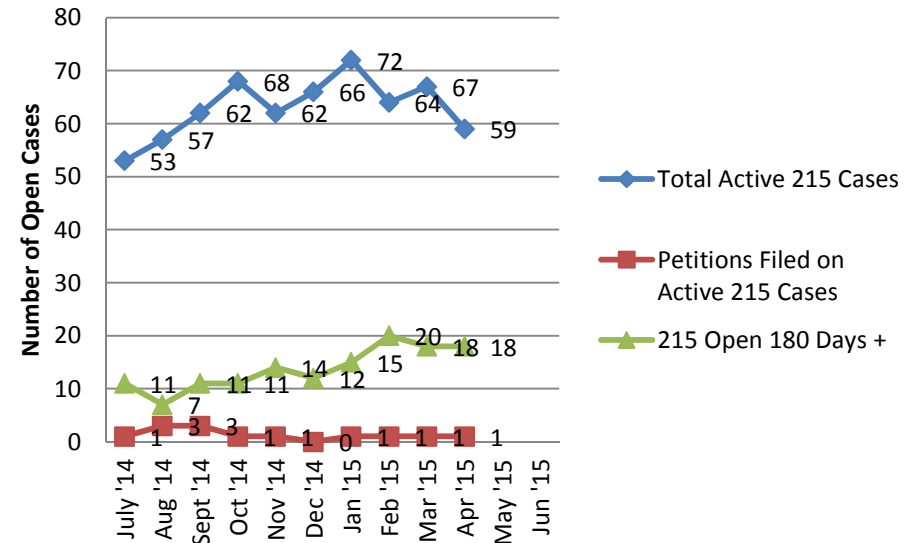


Social Work Services Data Dashboard

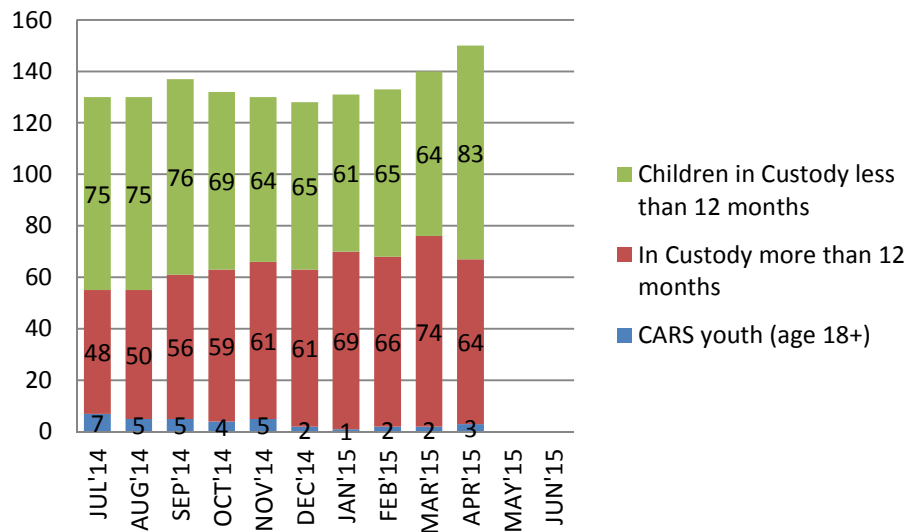
Cumulative Case Findings FY '14-'15



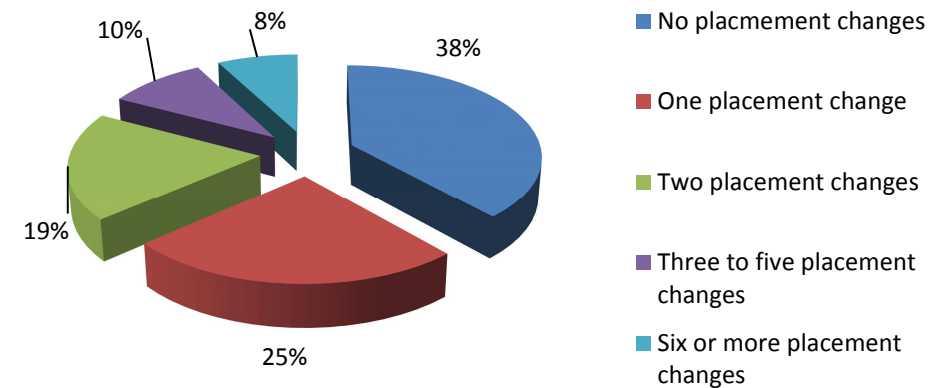
In Home Services



Number of Children in Foster Care

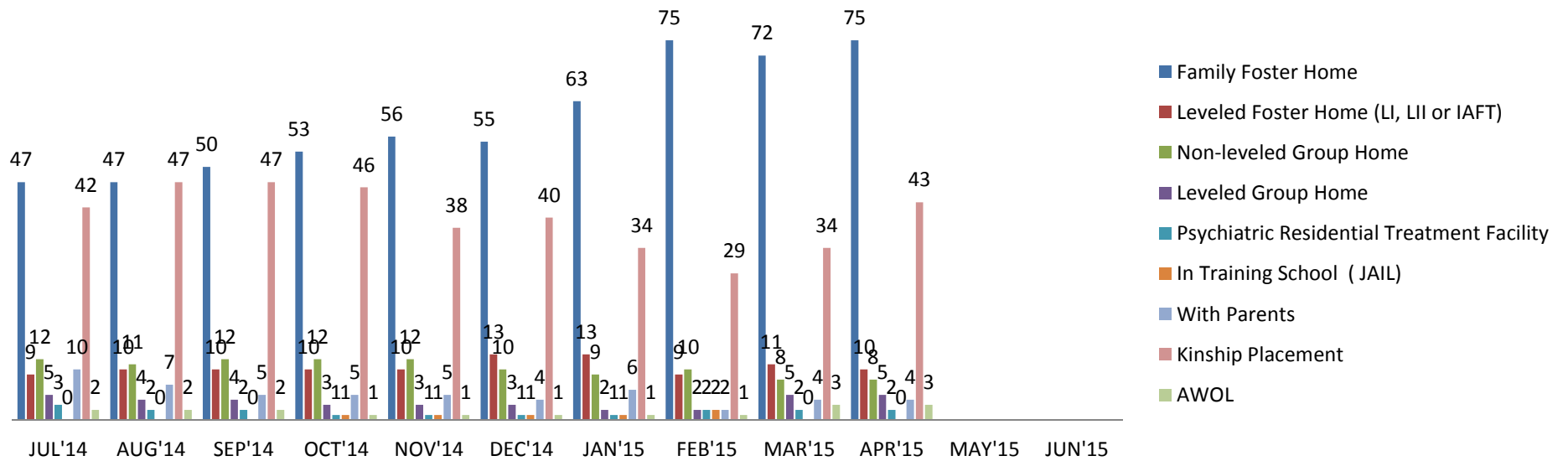


Number of Placement Changes Per Youth in Foster Care FY' 14-15

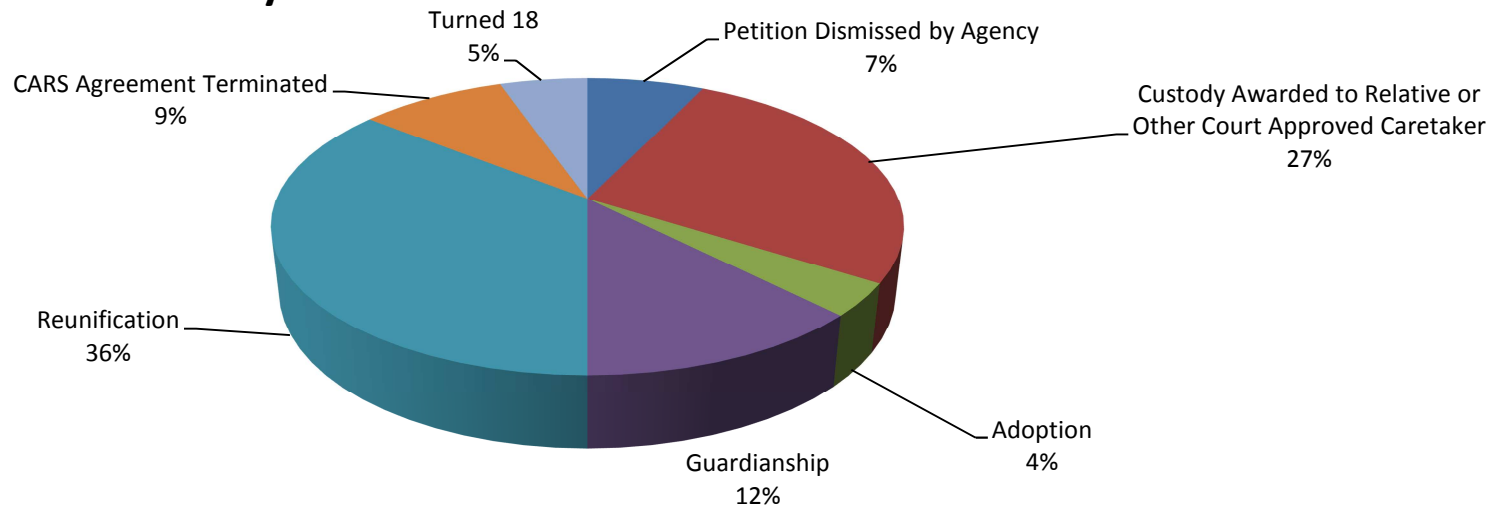


Social Work Services Data Dashboard

Foster Children's Placement Type FY '14/15

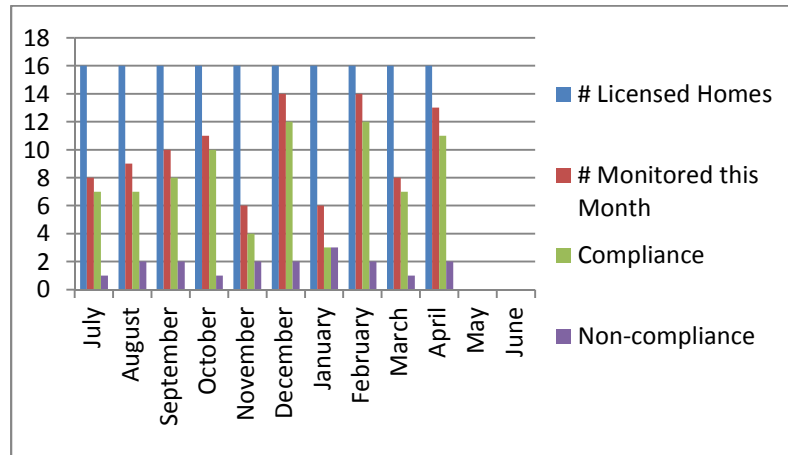


Permanency Outcomes for Foster Children FY'14-FY'15

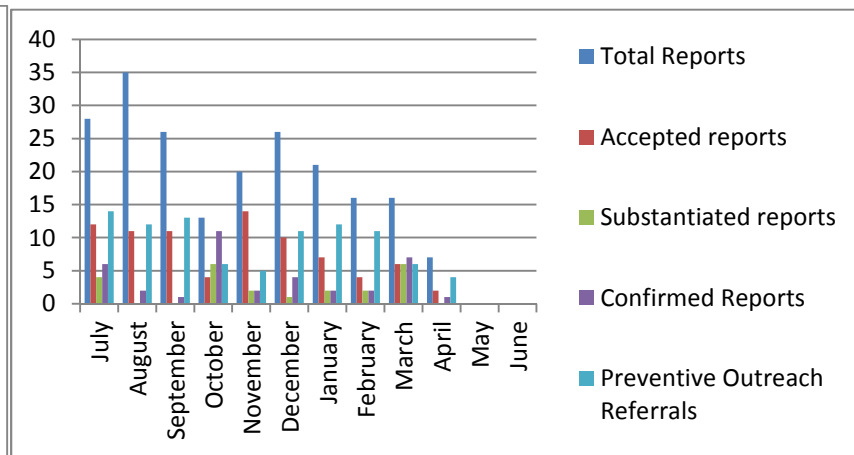


Social Work Services Data Dashboard

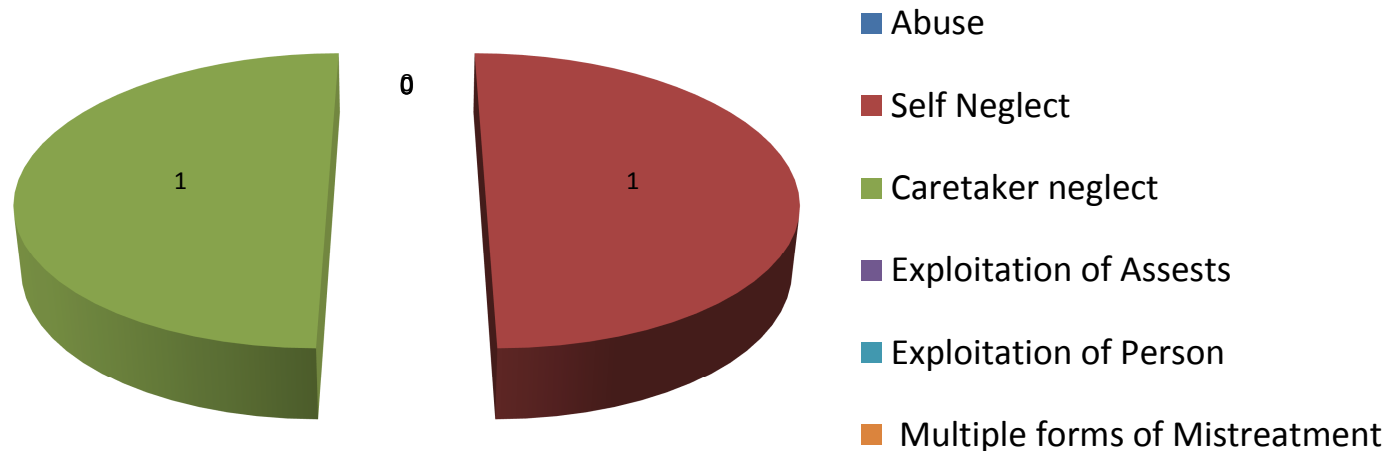
Adult Care Homes Monitored



Adult Protective Services

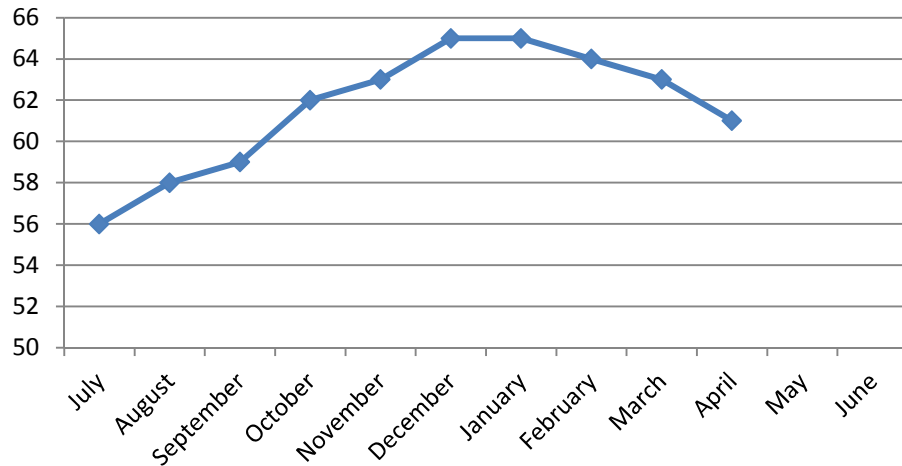


Adult Protective Services Reports

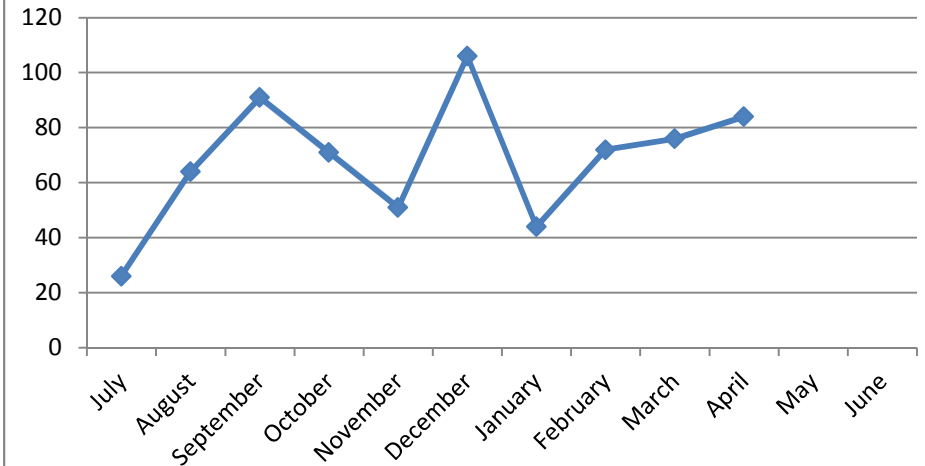


Social Work Services Data Dashboard

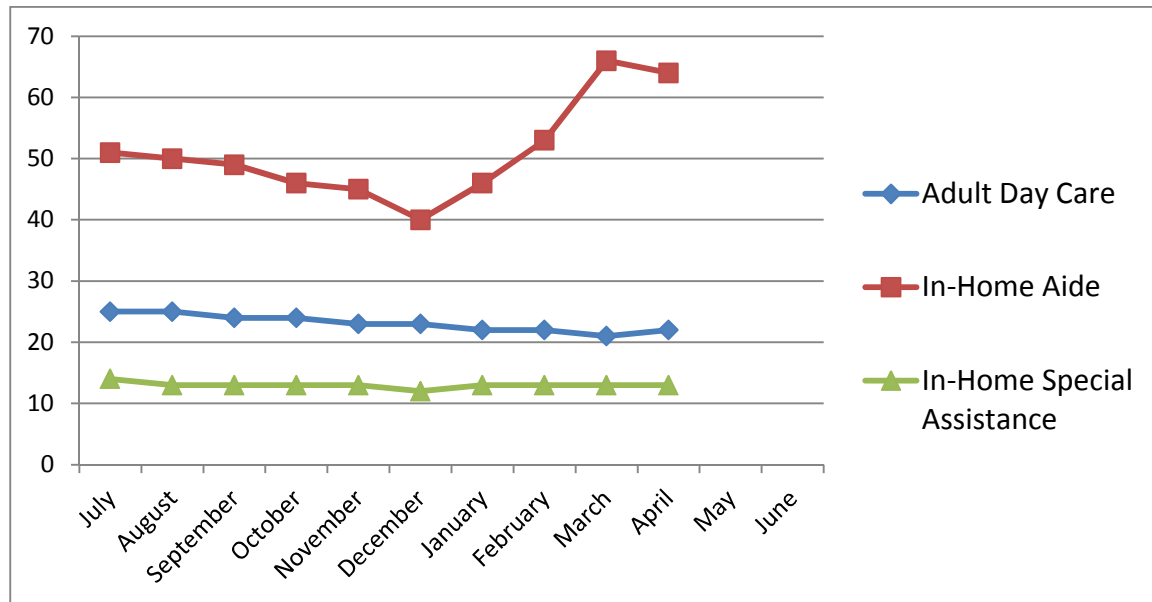
Guardianship Cases



Information and Referral



Services Provided



ITEM TITLE: Director's Report

ATTACHMENTS:

| Description | Upload Date | Type |
|--------------------|--------------------|-------------|
| Director's Report | 5/21/2015 | Cover Memo |

**Director's Report
May 2015**

Personnel Changes:

New hires: Sharlen Colón-replaced Kristen Altamirano-OAIII

Promotions: Kelly Fisher-replaced Micah Ennis-SWIII to SWSIII
Sharon Stephens-replaced Shavonne Curnell-CPSSW to CPSSW On-Call

Transfers: None

Resignations: None

DSS Responsibilities for Voter Registration

One of the primary goals of the North Carolina State Board of Elections is to ensure that all eligible citizens in North Carolina have every opportunity to register to vote. This agency is also tasked with the coordination of State responsibilities under the National Voter Registration Act (NVRA) of 1993. While North Carolinians registered and voted in record numbers in the past, thousands more may have been eligible to register to vote but did not do so. Public service agencies are vital to reaching out and offering voter registration to people in North Carolina communities. Section 7 of the NVRA, 42 U.S.C § 19732gg-5(a)(1), specifically directs that each State shall designate agencies for the registration of voters in elections for Federal Office. North Carolina enacted legislation in compliance with the above cited Federal Law in G.S. § 163-82.20(a)(1) as follows:

(a) Voter Registration Agencies. – Every office in this State which accepts:

(1) Applications for a program of public assistance under Article 2 of Chapter 108A of the General Statutes or under Article 13 of Chapter 130A of the General Statutes.

DSS must offer voter registration services to any person who:

1. Completes an application for service or assistance.
2. Completes an application for recertification or renewal of service or assistance.
3. Changes his or her address related to an application for service or assistance.

The State Board of Elections has asked for County Departments of Social Services and Public Health to renew efforts to get persons registered to vote. I have met with Rowan's Board of Elections Director and arranged staff training for May 28th. Staff from Rowan Helping Ministries who contractually administer the Crisis Intervention Program have been invited to participate in the training. We have also reached out to the Health Dept. to share information about the need to renew efforts for Rowan County and invite them to training.

Joint Legislative Program Evaluation Oversight Committee

A motion was filed to amend the work plan of this committee to direct the Program Evaluation Division to evaluate the effectiveness and efficiency of Medicaid eligibility determinations in NC. This evaluation will study the accuracy, consistency, and timeliness of MA eligibility determinations made by county departments of social services, including an examination of their processes, management and performance. The PED will make a preliminary report to the Joint Legislative Program Evaluation Committee by June 1, 2015 with a final report by February 1, 2016. The PED is aware that there has been a change in business processes. Their evaluators are currently being trained in NCFast.

In addition, the General Assembly enacted legislation directing the State Auditor to conduct a performance audit of county DSS accuracy in determining Medicaid eligibility and compliance with federal and state law. The State Auditor will audit a sample of Medicaid eligibility new determinations and redeterminations performed by counties. The PED will not duplicate this activity.

National Association of Counties Conference

NACo's annual conference will be held in Charlotte July 10-13. The National Association of County Human Service Agencies will have a meeting on the 10th that all directors are encouraged to attend. It is free to DSS Directors as they are members of the Association. This is a rare opportunity to attend a NACo conference as it is usually not held in NC.

Leadership Role in NC Association of County Directors of Social Services

I have been elected as the 2nd Vice President of the NCACDSS effective July 2015. This position exercises the duties of the First Vice-President in her absence and shall exercise the duties of the President in the absence of both the President and First VP. The 2nd VP will be the primary contact for work and products from the standing policy committees. She shall have such duties and responsibilities as are assigned by the President. At the end of her term of office, she shall automatically assume the office of 1st Vice-President. (*Source: Constitution and By-Laws of NCACDSS*)

Respectfully submitted,
Donna Fayko, M.Ed.

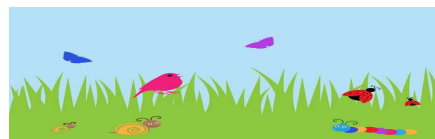
ITEM TITLE: Agency Calendar

ATTACHMENTS:

| Description | Upload Date | Type |
|--------------------|--------------------|-------------|
| Agency Calendar | 5/21/2015 | Cover Memo |



June-2015



| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|-----|---|---|--|---|--|-----|
| | 1 Adult Svcs 8:30 In Home Mtg. 10:00 | 2 Peer Review 9:00 | 3 APS Screening 8:30 | 4 PFE 2:00 Co. Health Screenings | 5 Timesheet due Daycare 8:00 CSLT 9:00 ES Supv 10:00 Co. Health Screenings | 6 |
| 7 | 8 | 9 Out of Home Mtg 8:00 Peer Review 9:00 Automation 10:00 | 10 NCSSA 8:15 | 11 SOC Collab 9:00 | 12 Pay Day CSLT 9:00 ES Supv. 10:00 | 13 |
| 14 | 15 Travel due to Donna P. In-Home 10:00 Innovative Appr. 10:00 | 16 Peer Review 9:00 | 17 CAC Protocol Trng 11:30 SOC Collab 2:00 LINKS 3:30 | 18 | 19 Timesheet due APS Screening 8:30 CSLT 9:00 ES Supv. 10:00 | 20 |
| 21 | 22 Foster Parent In-Service 6:00 | 23 Peer Review 9:00 DSS Board 5:30 | 24 Leadership Acad 9:00 Adoptions Comm 2:00 | 25 Econ Svcs 8:00 | 26 Pay Day Travel Cks Distrib. CS Training 9:00 ES Supv. 10:00 | 27 |
| 28 | 29 | 30 Peer Review 9:00 | | | | |

Consider bringing a canned good on payday Fridays to support DSS food pantry

Parking Space Winner - Lineta Bostian



Compatibility Report for Calendar.xls

Run on 10/27/2011 17:00

The following features in this workbook are not supported by earlier versions of Excel. These features may be lost or degraded when you save this workbook in an earlier file format.

Minor loss of fidelity

of occurrences

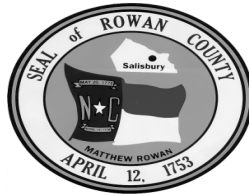
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| Some cells or styles in this workbook contain formatting that is not supported by the selected file format. These formats will be converted to the closest format available. |
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1

ITEM TITLE: Foster Parent Newsletter

ATTACHMENTS:

| Description | Upload Date | Type |
|--------------------------|--------------------|-------------|
| Foster Parent Newsletter | 5/21/2015 | Cover Memo |



Donna F. Fayko, Director
1813 East Innes Street. Salisbury NC 28146
Telephone: 704-216-8330. Fax: 704-638-3041
<http://www.rowancountync.gov/dss/mainpages>

June 2015

Dear Foster Parents,

School will soon be out! The long days and evenings are perfect for making some memories. Here are some suggestions: *Have a picnic in the park. *Make mud pies with your preschooler. *Take a drive on Sunday. Count cows and horses. * Prepare flower beds and plan different kinds of seeds and bedding plants. Give each child his/her tomato plant and watch their pride when the tomatoes appear. *Have a tea party on the porch or in the backyard. *Take the kids to pick strawberries, and then let them help make strawberry shortcake. *Make popsicles with fruit juice and ice trays. *Share creative ideas with other foster parents!

Nazareth Children's Home will be having a Fun Fest on June 6, 2015 from 10:00 AM to 6:00 PM. There will be lots of fun family activities. There will be a raffle for \$5.00 per ticket. The prizes will be a New 2015 Honda Civic LX, \$1000 Bass Pro Shops Gift Card, Apple iPad, Sony PlayStation 4, Big Green EGG Grill/Smoker and \$200 Gift Certificate to Nazareth's Outlet Store.

• Training hours this month: **Foster Parent In-service, Monday June 22 at 6:00 PM in the large conference room.** The program will be facilitated by Carol Cranford with Cabarrus Health Alliance. She will be inviting Cabarrus and Stanly County foster parents to attend. They will also be providing snacks. Please RSVP by June 16, 2015 by email to Wendy Baskins along with the number of children you will be bringing so adequate child care can be arranged.

Also our eight-week class on "Trauma-Focused Foster Care" will begin on July 23, 2015 from 6:00 PM to 8:00 PM. This class size is limited to 12-15 persons. The following factors will be used to determine your selection in this class: If you are actively fostering, seniority, current need to be slotted (i.e. a child that has special trauma needs or if you are planning to foster teens.) Childcare for children 12 and under will be available.

- Board checks will be mailed out on June 12, 2015.
- As you plan your vacations this summer, be sure to let your child's social worker know when and where you will be going as soon as possible. Please give us at least a week's notice, especially for out-of-state trips. The child's parent and GAL has to be made aware of the trip as well.

The "One Church One Child" Assistance Center at Main Street United Methodist Church at 1312 North Main St. in Salisbury will be OPEN from 9 am to 11 am and 1:30 pm to 4:00 pm on these dates in June: Monday June 1, Thursday June 4, Monday June 8, Monday June 22, Thursday June 25 and Monday June 29. The center will be CLOSED on Thursday June 11, Monday June 15 and Thursday 18. Items available to foster families include children's clothes of all sizes, shoes, socks and underwear, baby items, toys, school supplies, and diapers. You are welcome to anything you can use for foster children in your home. Jon Hunter will be there most of the time, and there will be volunteers as well to help you. Bring your Foster Parent ID card with you (or they can look up your name on our list of foster parents). You will need to give Jon or the volunteer the name of the foster child (ren) the items are for.

As always, thank you for ALL you do every day for our children.

Nadean Quarterman

Foster Home Licensing Supervisor

Office 704-216-8462

Nadean.Quarterman@rowancountync.gov

Sources: NCTSN, 2010; Conrad, 2004; Children's Home Society of Missouri, n. d.; Remen, 2006

Resource parent self-care and secondary traumatic stress

The expectation that we can be immersed in suffering and loss daily and not be touched by it is as unrealistic as expecting to be able to walk through water without getting wet.

— Rachel Naomi Remen

Many children in foster care have experienced trauma—events that threatened their life or sense of safety, or the life or safety of a parent, sibling, or someone important to them. Traumas experienced by children in foster care can include things such as:

- Physical abuse or assault
- Sexual abuse or assault
- Neglect
- Separation from loved ones.
- Exposure to domestic violence or community violence

Trauma's impact varies. Some children recover very quickly. Others struggle. Trauma can profoundly affect children's behavior, feelings, relationships, learning, physical health, and view of the world. Research convincingly shows that if it is not treated, trauma can negatively affect children for the rest of their lives.

Because it can have such a big impact, resource parents and others who work with children in foster care need to understand trauma and how to help children recover from it. They need to be "trauma-informed." A key part of being trauma-informed—and self-care—is understanding secondary traumatic stress. Secondary Traumatic Stress As the "secondary" in the name suggests, the cause of secondary traumatic stress (STS) is indirect. It is trauma that results from exposure to someone else's trauma, or to their trauma reactions. Because they work so closely with traumatized children and care so much about them, foster and adoptive parents and kinship caregivers are at increased risk of STS. Resource parents' exposure to children's trauma commonly occurs through:

- What a child tells them or what they hear a child say
- A child's play, drawings, or written stories
- A child's reactions to trauma reminders
- Media coverage, case reports, or other documents about the trauma

Resource parents' reactions to these things can vary. Some are troubled or moved by what they hear and see but are able to continue on as before. Others may begin to experience signs of STS. These signs can include intrusive images; nervousness or jumpiness; difficulty concentrating or taking in information; nightmares or insomnia; emotional numbing; feelings of hopelessness or helplessness; anger (e.g., at the birth families, society, etc.); and feeling disconnected from loved ones. Like a primary trauma, secondary traumatic stress can change the way you see and feel about the world. It can cause you to:

- Lose perspective and identify too closely with the child
- Respond inappropriately or disproportionately (e.g., you may try to "cocoon" your child from any possible trauma reminders)
- Withdraw from the child
- Go to great lengths to avoid further exposure to the child's trauma (e.g., try never to be alone with the child)

Unaddressed, STS can disrupt lives, feelings, personal relationships, and even foster care and adoptive placements.

When You Have Unresolved Trauma If a resource parent had a trauma in their past (e.g., loss of a family member, death of a close friend, physical or emotional abuse, domestic violence) and it was not fully resolved, they may be more vulnerable to STS. The pain of resource parents' past experiences can be "re-awakened" by exposure to children going through similar situations. As a result, they may have trouble differentiating their experience from their child's or expect

the child to cope with the trauma the same way they did. Here are some suggestions for coping when a child's trauma is a reminder for you:

- Recognize the connection between your child's trauma and your own history.
- Distinguish which feelings belong to the present and which to the past.
- Be honest: with yourself, with your child, and with your caseworker.
- Get support, including trauma-focused treatment. It's never too late to heal.
- Recognize that what worked for you may not work for your child.

Preventing STS

What can resource parents do to protect themselves from secondary traumatic stress? You have already taken one important step, which is learning about STS—what it is and how it is caused. Knowing the signs to look for will help you recognize early on when you see possible symptoms in yourself or other family members. Self-care is tremendously important, too. If you regularly do things that help you live a balanced life, you are protecting yourself against secondary traumatic stress. Creating and using a self-care plan is strongly recommended. Below also offers helpful suggestions.

Conclusion

To help the children in your care, you must take care of yourself—physically, psychologically, emotionally, socially, and spiritually. If you do this, you can be there for children and their families when they need you.

- **Understand and respond to your own needs.** Learn to recognize your body's signs of stress.
- **Set limits.** You cannot be everything to everyone. Learn to say “no” to requests for your time or attention. Recognize the job of parenting children who have been traumatized requires a change in other priorities and other relationships.
- **Create time for rest and leisure.** Small ways of taking care of yourself can include a morning cup of coffee, a special bubble bath, a walk in the park. Focus on healthy ways to relax—increasing your consumption of alcohol or eating sweets may feel good in the moment but will lead to further stress in the future.
- **Maintain positive view of the world.** Bad things happen, but there is a lot of good in the world. Remember that you are part of the good that is happening in your child's life.
- **Seek out help for your own feelings.** You are your child's lifeline. Taking care of you is taking care of your child. Find others who will listen without judgment—a friend, a sibling, a therapist, or a support group. (All of the above, if possible!)
- **Choose your battles.** Ask yourself “does this really matter?” See what you can let go of. Realize that life will go on even if you are not perfect.
- **Keep hope alive.** Focus on the glimmers of hope and change in your child and your relationship with your child.

ITEM TITLE: Strategic Planning Session

ATTACHMENTS:

| Description | Upload Date | Type |
|--------------------------|-------------|------|
| No Attachments Available | | |

ITEM TITLE: Closed Session

ATTACHMENTS:

| Description | Upload Date | Type |
|--------------------------|-------------|------|
| No Attachments Available | | |

ITEM TITLE: Next meeting date

ATTACHMENTS:

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|--------------------------|-------------|------|
| No Attachments Available | | |